

REMOTE SERVICES SYSTEM BACK-CHANNEL MULTICASTING

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Abstract

When a message is originated at an application server of the remote services system for a group of destinations, a single instance of a message is transferred from the application server to an intermediate MLM on the path of the group of components. The intermediate MLM duplicates the message for all of the final destinations and transmits the message. Thus, the network resources used between the application server and the multiple destinations are minimized as no redundant transfer occurs between the application server and the intermediate MLM. This method is further enhanced when the intermediate MLM is located on the customer network and thus traffic to and from the customer network is reduced. The invention relates to communicating in a remote services system which includes a forward channel communication and a back-channel communication. The a forward channel communicates using a forward channel communication path. The back-channel communicates using a back-channel communication path. The back-channel communication path is established only after a forward channel communication path is established. The back-channel communication path is used to multicast a message to a group of components.